

Terms & Conditions — TeamYOU Coaching

Last updated: June 2026

These Terms & Conditions govern your use of all services provided by Gemma Hall, trading as TeamYOU Coaching. By purchasing a programme, booking a coaching session, or joining the WhatsApp community, you are agreeing to these terms. Please read them carefully before proceeding.

1. About TeamYOU Coaching

Gemma Hall trades as TeamYOU Coaching.

Email: gemma@teamyoucoaching.com

Website: <https://www.teamyoucoaching.com>

Telephone: 07368 805008

2. Services Covered

These Terms & Conditions apply to the following services:

- Self-paced online programmes (including The Power of ONE and The Power of YOU)
- Coached programmes (including the Spark, Awaken and Emerge 12-Week Programme)
- 1:1 coaching sessions
- WhatsApp support and community membership

Where a specific programme has its own inclusions and schedule, these will be set out in your programme agreement or sales page and should be read alongside these Terms & Conditions.

3. Eligibility

These services are intended for adults aged 18 and over. Clients under the age of 18 may participate with the written consent of a parent or legal guardian, who will also be required to agree to these Terms & Conditions on their behalf. TeamYOU Coaching reserves the right to request proof of age or consent at any time.

4. Programme Inclusions & Session Scheduling

The specific inclusions for each programme, including the number of sessions, access periods, and support arrangements, will be set out at the point of purchase. Unless otherwise stated:

- All sessions must be booked and completed within the agreed programme timeframe
- Programme durations are fixed and cannot be extended for missed sessions or non-participation
- A minimum of **48 hours' notice** is required to reschedule a coaching session irrespective of whether it forms part of a programme

- Sessions cancelled with less than the required notice, or not attended, will be forfeited and used to review and plan your support in your absence
 - If TeamYOU Coaching needs to reschedule a session, an alternative date will be offered with as much notice as possible
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5. Payment Terms

Payment is required before access to any programme or service is granted. Where a payment plan has been agreed, the schedule will be confirmed at the point of booking.

Late or Failed Payments

- If a scheduled payment is not received by the due date, access to sessions, WhatsApp support, and course materials may be paused until payment is made
 - Failure to complete payment does not release you from your financial commitment
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6. Refund Policy

All sales are final. Refunds will not be issued once a programme has commenced or access to digital content has been granted. This includes but is not limited to:

- Missed sessions or non-participation
- Change of personal circumstances
- Early withdrawal by the client

If you have questions about whether a programme or service is right for you before purchasing, please get in touch, I am always happy to help you make the right decision before you commit.

7. Client Responsibilities

By joining any programme or service, you agree that:

- You are participating voluntarily and take full responsibility for your own emotional wellbeing
 - You understand that TeamYOU Coaching provides coaching and educational support only, not therapy, counselling, or medical treatment
 - You will seek appropriate professional or clinical support if needed, and will be signposted to relevant services where appropriate
 - You remain responsible for all decisions, actions, and outcomes during and after the programme
 - You will use the tools and strategies provided in a safe and responsible way
 - TeamYOU Coaching does not provide legal or financial advice
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8. Participation & Conduct

- Whilst outcomes cannot be guaranteed, active engagement with sessions and materials is required for best results
 - Any abusive, inappropriate, or disruptive behaviour will result in immediate removal from the programme or community with no refund
 - TeamYOU Coaching reserves the right to terminate participation at any time where safety, suitability, or conduct becomes a concern
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9. WhatsApp Support

Where WhatsApp support is included as part of your programme, the following terms apply.

Availability & Response Times

- Messages will be responded to within 24 hours, Monday–Friday
- No responses will be provided on weekends, bank holidays, or pre-notified breaks or holiday periods

Purpose of WhatsApp Support

WhatsApp support is intended for:

- Check-ins between sessions
- Clarification on tools or exercises
- Brief support in applying strategies
- Celebrating wins and progress

It is not intended for:

- Crisis support or emergency intervention
- Additional coaching
- Lengthy processing or replacing session work

Anything requiring deeper exploration will be brought to your next session.

Message Guidelines

- Voice notes are welcome, but ideally under 3 minutes
- Where multiple issues arise, please prioritise one topic at a time
- Long written messages may be redirected to a session

Safety

If you are in emotional distress or at risk of harm, please contact:

- Your GP
- NHS 111 or 999 in an emergency

- Appropriate crisis services

TeamYOU Coaching does not provide emergency or crisis support via WhatsApp.

Boundaries & Misuse

WhatsApp access may be paused or withdrawn without refund if:

- Messages are excessive, abusive, or inappropriate
- Boundaries are repeatedly pushed
- The platform is being used in place of agreed session work

Confidentiality & Data

All conversations are treated as confidential. As WhatsApp is a third-party platform, absolute confidentiality cannot be guaranteed; however, all reasonable steps will be taken to protect your privacy. Please consider whether sensitive information is better discussed within a session rather than shared in writing.

10. WhatsApp Community Membership

Membership of the TeamYOU Coaching WhatsApp community is a privilege, not a right. Members are expected to treat one another with respect, kindness, and confidentiality at all times. What is shared in the community stays in the community. Screenshots of forwarding of messages from within the community is not permitted.

TeamYOU Coaching reserves the right to remove any member from the community without notice if their behaviour is deemed inappropriate, harmful, or disruptive to other members. No refund will be issued in these circumstances.

By joining the community, you consent to receiving messages, resources, and information shared within the group. You may leave the group at any time.

11. Confidentiality

All coaching sessions and communications are treated as confidential, except where:

- Required by law
- There is a concern for your safety or the safety of others

In such circumstances, TeamYOU Coaching reserves the right to take appropriate action, which may include contacting relevant authorities. This supersedes confidentiality.

12. Intellectual Property

All content created by TeamYOU Coaching, including but not limited to programme materials, workbooks, videos, recordings, and written content, remains the intellectual property of Gemma Hall trading as TeamYOU Coaching. Content is provided for your personal use only and must not be:

- Copied
 - Shared
 - Reproduced
 - Distributed
 - Used for commercial purposes
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13. Programme Changes

Whilst every effort will be made to deliver programmes as described, dates, format, or delivery may be adjusted with reasonable notice. Where changes are made, TeamYOU Coaching will communicate these as early as possible and minimise disruption wherever possible.

14. Cancellations & Termination

- If you choose to withdraw from a programme after it has started, no refund will be issued
 - TeamYOU Coaching may terminate the agreement at any time if payment is not received, these terms are breached, or participation is deemed inappropriate for safety or ethical reasons
 - In such cases, no refund will be due
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15. Liability

Results cannot be guaranteed as they depend on your individual commitment and circumstances. TeamYOU Coaching is not liable for:

- Decisions you make as a result of coaching
 - Outcomes arising from the programme
 - Any indirect, consequential, or financial losses
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16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

17. Acceptance of Terms

By completing payment or joining a community, you confirm:

- Your acceptance of these Terms & Conditions
- Your commitment to the programme or service
- That you have asked any questions prior to enrolment

These Terms & Conditions represent a partnership. I'll bring the tools, guidance, and accountability, and you'll bring your commitment and willingness to take action. Together, we'll focus on creating progress that supports your wellbeing, your relationships, and the life you want to build.

If anything changes, feels unclear, or you need support at any point, please get in touch. Communication is always encouraged.